Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) One or more non-transitory computer-readable media having computer-executable instructions embodied thereon for performing a method for routing a communications request to help facilitate a call between a user and a desired recipient by making use of an intermediary agent ("agent"), the method comprising:

receiving said communications request from a user, wherein said communications request includes a request to ultimately reach said desired recipient;

retrieving a set of preferences associated with said user;

retrieving profile data related to a plurality of agents who may respond to said communications request;

retrieving statistical data related to said plurality of agents;

selecting a specific agent from said plurality of agents based on said set of preferences, said statistical data, and said profile data, wherein said specific agent possesses attributes consistent with at least a portion of the set of preferences and profile data; and

routing said communications request to said specific agent, who is able to receive said communications request and facilitate said call, wherein routing said communications request to a specific agent includes selecting said specific agent prior to when said communications request reaches a telephony server, thereby

substantially eliminating any delay between receiving said communications request at said telephony server and directing said request to said selected agent.

2. (Currently Amended) The computer-readable media of claim 1, wherein receiving said communications request includes receiving said request ~~requests~~ via a communications network.

3. (Previously Presented) The computer-readable media of claim 2, wherein said communications network is a telephone network, the Internet, or a private network.

4. (Currently Amended) The computer-readable media of claim 1, wherein said set of preferences associated with said user includes ~~one~~ two or more of the following:

a language preference;

a communications-type preference, wherein said communications-type preference includes a preference to communication via voice, tele-type (TTY) device; or imaging;

a target-destination preference;

a call type;

a communication mode, and

an agent gender.

5. (Currently Amended) The computer-readable media of claim 1, wherein retrieving profile data includes retrieving data associated with ~~one~~ two or more of the following attributes:

a gender;

a speaking rate;

a speaking style;

a typing speed; and

a desired attribute.

6-7. (Cancelled)

8. (Currently Amended) One or more non-transitory computer-readable media having computer-executable instructions embodied thereon for performing a method of facilitating communications between an initiator and a desired recipient by making use of an intermediary agent ("agent"), said method comprising:

receiving a request to initiate said communication from said initiator;

providing a profiles database that stores a set of attributes associated with one or more of a plurality of agents;

extracting source information from said request;

referencing said source information against said profiles database to identify one of said plurality of agents to facilitate said communication; and

directing said communication to said identified agent who may then facilitate said call between said initiator and said desired recipient, wherein directing said communications request to a specific agent includes selecting said specific agent prior to when said communications request reaches a telephony server, thereby substantially eliminating any delay between receiving said communications request at said telephony server and directing said request to said selected agent.

9. (Previously Presented) The computer-readable media of claim 8, wherein receiving said request includes receiving said request through a communications network, said communications network including a voice network, data network, or video network.

10. (Previously Presented) The computer-readable media of claim 8, wherein said set of attributes include one or more of the following:

a language proficiency;

a gender;

a speaking rate;

a speaking style;

a typing speed; and

a desired attribute.

11. (Previously Presented) The computer-readable media of claim 19 claim 8, wherein said source information includes one or more of the following:

an indication of a source of said request;

an Internet Protocol (IP) address;

a message-request type;

a message-request length;

a request identifier;

an information digit pair;

an indication of a calling number from which the request originated;

an indication of a called number to which the request was made;

an X.25 label;

an objects count; and

a digit-parameter object.

12. (Previously Presented) The computer-readable media of claim 11 claim 8, wherein directing said communications to said identified agent includes placing said request in a queue based on said referencing.

13. (Currently Amended) One or more non-transitory computer-readable media having computer-executable instructions embodied thereon for performing a method for routing a communications request to help facilitate a call between a user and a desired recipient by making use of an intermediary agent ("agent"), the method comprising:

receiving said communications request from a user, wherein said communications request includes a request to ultimately reach said desired recipient;

retrieving a set of preferences associated with said user;

retrieving profile data related to each of a plurality of agents who may respond to said communications request to facilitate communications between said user and said desired recipient; and

routing said communications request to a specific agent, wherein said specific agent possesses attributes consistent with at least a portion of the set of preferences and profile data, wherein routing said communications request to a specific agent includes ~~identifying~~ selecting said specific agent prior to when said ~~routing requests reach~~ communications request reaches a telephony server,

thereby substantially eliminating any delay between receiving said communications request at said telephony server and directing said request to said ~~identified~~ selected agent.

14. (Previously Presented) The computer-readable media of claim 13, wherein said communications request is to reach a destination address, including an IP address or phone number.

15. (Previously Presented) The computer-readable media of claim 14, wherein said communications request is a request to establish a communications link between at least two parties,

wherein a human agent is communicatively disposed between said at least two parties and facilities persistent communication between said at least two parties.

16. (Previously Presented) The computer-readable media of claim 13, wherein said set of preferences are associated with an origination address of said request, said origination address including an IP address or a phone number.

17. (Cancelled)

18. (Currently Amended) One or more non-transitory computer-readable media having computer-executable instructions embodied thereon for performing a method for routing a communications request to help facilitate a call between a user and a desired recipient by making use of an intermediary agent ("agent") received through a teletype (TTY) device or destined to be communicated through a TTY device, the method comprising:

receiving said communications request from said user, wherein said communications request includes a request to ultimately reach said desired recipient;

retrieving signaling information from said communications request;

receiving profile data related to a plurality of agents who may respond to said communications request to facilitate communications between said user and said desired recipient;

based on said signaling information and said profile data, denoting a hierarchy of ~~one~~ two or more of said plurality of agents to facilitate said communications request; and

routing said communications request to ~~at least~~ one of said ~~one~~ two or more of said plurality of agents in said hierarchy, who is able to receive said communications request and facilitate said call.

19. (Previously Presented) The computer-readable media claim 18, wherein said communications request is a request received though a telephone network, including a wireless-communications network, to reach a destination address, including an IP address or phone number.

20. (Previously Presented) The computer-readable media of claim 19, wherein said signaling information includes packetized machine language messages related to said communications request.

21. (Previously Presented) The computer-readable media of claim 19, wherein said signaling information includes a source identifying a source of said communications request.

22. (Previously Presented) The computer-readable media of claim 21, wherein said signaling information further includes a target address identifying a dialed number associated with said communications request.

23. (Previously Presented) The computer-readable media of claim 22, wherein denoting said hierarchy includes identifying a single best agent to satisfy said communications request.

24. (Cancelled)

25. (Currently Amended) One or more non-transitory computer-readable media having computer-executable instructions embodied thereon for performing a method for establishing a communications link between a set of persons with an intermediary agent facilitator in a hub-and-spoke format, where the agent is the hub and set persons are the spokes, the method comprising:

receiving a request to establish said communications link between said set of persons, wherein said request is to be directed to one of a plurality of receiving components;

identifying one of said plurality of receiving components to satisfy said request;

prior to communicating said request to said identified receiving component, identifying an agent from a plurality of agents to facilitate said communications link, wherein identifying an agent comprises:

(a) retrieving a set of attributes associated with a calling source;

(b) retrieving, from a profiles database, profile data related to each of said plurality of agents;

(c) retrieving statistical data related to each of said plurality of agents; and

(d) selecting a specific agent from said plurality of agents based on said set of attributes, said profile data, and said statistical data; and

communicating said request to said identified receiving component, whereby said request can be routed to said identified agent immediately incident to being received by said receiving component.

26. (Previously Presented) The computer-readable media of claim 25, wherein said one of a plurality of receiving components includes one or a plurality of call centers.

27. (Cancelled)

28. (Currently Amended) A system for routing a communications request to help facilitate a call between a user and a desired recipient by making use of an intermediary agent ("agent"), said system comprising:

a preferences database for storing information related to calling preferences of said user;

a profiles database for storing a set of attributes associated with a plurality of agents who facilitate calls between parties;

a statistics manager for computing statistical data related said plurality of agents; and

one or more computer-readable media having computer-useable instructions embodied thereon for referencing said preferences database, said statistics manager, and said profiles database incident to receiving said communications request to designate ~~an order~~ a hierarchy of ~~one~~ two or more of said plurality of agents to facilitate said communications request, wherein designating said hierarchy includes ranking each of the plurality of agents so that if a first selected agent is not available, the system suggests an alternative agent from the hierarchy.

29. (Original) The system of claim 28, wherein said computer-useable instructions include instructions to extract signaling information from said communications request.

30. (Original) The system of claim 29, wherein said signaling information identifies a source and a destination of said communications request.

31. (Original) The system of claim 30, said order of one or more of said agents includes a single agent best equipped to facilitate said communications request.

32. (Currently Amended) One or more non-transitory computer-readable media having computer-executable instructions embodied thereon for performing a method for enabling a deaf or hard-of-hearing person to communicate with another person over a communications network via a communications link by making use of an intermediary agent ("agent), the method comprising:

receiving a request to establish said communications link between a user and a desired recipient, wherein at least one of said user and said desired recipient is deaf or hard-of-hearing;

monitoring a plurality of agents who may facilitate said communications request by serving as an intermediary, wherein said monitoring includes receiving and parsing a continuous feed of agent login events, agent status, and port capacity;

extracting source information from said communications request; and

based on said monitoring and said source information, directing said communications request to one or more of said plurality of agents.

33. (Previously Presented) The computer-readable media of claim 32, wherein said request is received by a telephone network or data network, including the Internet.

34. (Previously Presented) The computer-readable media of claim 32, wherein monitoring said plurality of agents includes persistently observing the availability of said plurality of agents.

35. (Previously Presented) The computer-readable media of claim 34, wherein monitoring said plurality of agents further includes persistently observing a plurality of attributes related to said agents.

36. (Previously Presented) The computer-readable media of claim 32, wherein extracting source information from said communications request includes extracting signaling information.

37. (Previously Presented) The computer-readable media of claim 36, wherein said signaling information includes Signaling System 7 (SS7) information.

38. (Previously Presented) The computer-readable media of claim 32, wherein directing said communications request to one or more of said plurality of agents includes directing said communications request to be placed in a queue to be received by one or said plurality of agents.

39. (Currently Amended) One or more non-transitory computer-readable media having computer-executable instructions embodied thereon for performing a method for routing a communications request to help facilitate a call between an initiator and a desired recipient by making use of a plurality of intermediary agents ("agents"), the method comprising;

retrieving a set of preferences associated with said initiator of said communications request;

retrieving profile data related to said plurality of agents who may respond to said communications request;

retrieving statistical data related to said plurality of agents; ~~and~~

matching said initiator to one or more of said agents based said statistical data and on a relationship between said set of preferences and said profile data, wherein said one or more of said agents have attributes consistent with at least a portion of said set of preferences and profile data; and

designating a hierarchy of two or more of said plurality of agents to facilitate said communications request, wherein designating said hierarchy includes ranking each of the plurality of agents so that if a first selected agent is not available, the system suggests an alternative agent from the hierarchy.

40. (Previously Presented) The computer-readable media of claim 39, wherein matching said initiator to one or more of said agents includes comparing said set of preferences with said profile data and determining similarities between said preferences and said profile data.

41. (Currently Amended) One or more non-transitory computer-readable media having computer-executable instructions embodied thereon for performing a method of routing a communications request to help facilitate communications between a plurality of users and a plurality of desired recipients by making use of a plurality of intermediary agents ("agents"), said method comprising:

providing a preferences database that contains a plurality of entries associated with said plurality of users, wherein said preferences database includes customer-preferred routing information for each of said plurality of users;

receiving a plurality of communications requests from said plurality of users, wherein said communications requests include requests to ultimately reach said desired recipient;

~~providing~~ referencing a profiles database that contains a plurality of entries related to a plurality of agents who may respond to said communications requests to facilitate said communications between said plurality of users and said plurality of desired recipients; ~~and~~

matching said users to said agents based on a comparison between said entries of said preferences database and said entries of said profile database; and

routing each of said communications requests to a specific agent, wherein said specific agent possesses attributes consistent with at least a portion of the set of preferences and profile data, wherein routing said communications request to a specific agent includes selecting said specific agent prior to when said communications request reaches a telephony server, thereby substantially eliminating any delay between receiving said communications request at said telephony server and directing said request to said selected agent.

42. (Previously Presented) The computer-readable media of claim 1, wherein said statistical data indicates at least one of the following:

an agent in said plurality of agents having been idle the longest;

an agent in said plurality of agents having the shortest queue; and

an agent in said plurality of agents having the queue with the smallest reported delay.

43. (Previously Presented) The computer-readable media of claim 18, wherein at least one of said plurality of agents is an electronic solution.

44. (Previously Presented) The computer-readable media of claim 43, wherein said electronic solution is a voice/speech translator.

45. (Previously Presented) The computer-readable media of claim 25, wherein said statistical data indicates at least one of the following:

an agent in said plurality of agents having the queue with the smallest reported delay;

an agent in said plurality of agents having the shortest queue, and

an agent in said plurality of agents having been idle the longest.

46. (Previously Presented) The system of claim 28, wherein said statistical data related to said plurality of agents computed by said statistical manager includes at least one of the following data points:

an agent in said plurality of agents having been idle the longest;

an agent in said plurality of agents having the shortest queue; and

an agent in said plurality of agents having the queue with the smallest reported delay.